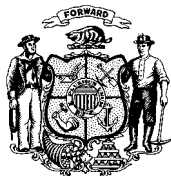


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**TO: Economic Support Supervisors
Economic Support Lead Workers
Training Staff
Child Care Coordinators
W-2 Agencies
Workforce Development Boards
Job Center Leads and Managers**

**FROM: Amy Mendel-Clemens
Communications Section
Bureau of Health Care Eligibility
Division of Health Care Financing**

BHCE/BWP OPERATIONS MEMO

No: 04-58

DATE: 11/08/2004

FS	<input checked="" type="checkbox"/>	MA	<input type="checkbox"/>	SC	<input type="checkbox"/>
CTS	<input type="checkbox"/>	CC	<input type="checkbox"/>	W-2	<input type="checkbox"/>
FSET	<input type="checkbox"/>	EA	<input type="checkbox"/>	CF	<input type="checkbox"/>
JAL	<input type="checkbox"/>	JC	<input type="checkbox"/>	RAP	<input type="checkbox"/>
WIA	<input type="checkbox"/>	WtW	<input type="checkbox"/>		
Other	EP	<input type="checkbox"/> ★			

PRIORITY: HIGH

SUBJECT: New FoodShare Program Second Party Review Tools

CROSS REFERENCE: Administrators Memo 03 – 11

EFFECTIVE DATE: With the release of this memo.

PURPOSE

This memo outlines the newly designed tools for use when completing Second Party Reviews:

- Database developed for selecting cases for review.
- Second Party Review tools for recording and reporting review findings.

NOTE ➤ Milwaukee County is currently using the case listing and review tools so is not subject to this memo.

BACKGROUND

The State of Wisconsin has developed new tools for use by all Income Maintenance (IM) agencies to meet their contractual requirement for completing Second Party Reviews.

Based on agencies' Quality Assurance Plans (QAP's) supervisors or other appointed staff are required to review two cases per worker per month, or the equivalent.

NOTE ➤ Although second party reviews are required of all agencies, use of the new tools is not mandatory; the tools are provided to assist each agency in meeting the contractual requirement and make it easier to identify cases for review.

We request that you take this opportunity to test these tools and provide us with feedback. A new link for feedback has been added to the EM page to allow you to submit your suggestions: <http://www.dhfs.state.wi.us/em/feedback/QA.htm>. Your feedback will assist in making a final decision as to whether the case listing and tools should be a requirement for all local agencies.

PROCEDURE

In order to standardize the process and make it more efficient for each agency, the State has developed an automated process that selects cases for review and developed a tool for entering review findings and evaluating payment accuracy. This system is known as the "Income Maintenance Quality Assurance" (IMQA) Review System (formerly known as FSQA or NewMan). You can find IMQA on the web at: <https://www.dwd.state.wi.us/dwsfsqa/fsqa/fsqmain.asp>

SECOND PARTY REVIEW TOOLS

Monthly Case Listing

The initial monthly case listing will be available in the IMQA Review System on November 10, 2004. This new listing captures a maximum of eight cases per FS worker. Providing a list of more cases than are required to be reviewed will allow agencies the flexibility to develop a review process that meets their individual agency needs. A monthly case listing for FS EBD case reviews is being developed, continue to use your current method of selecting FS EBD cases for review.

Second Party Review Tools

Two Second Party Review tools have been developed for use when doing the review:

- **Non EBD – Second Party Review Tool** developed and piloted in Milwaukee County during their "Find and Fix" Project, focuses on error prone areas determined by data from the state Quality Assurance (QA) reviews. This tool fulfills the second party review requirement and will reduce the amount of staff time necessary to complete the reviews.
- **EBD – Second Party Review Tool** a second party review tool developed for elderly, blind, and disabled (EBD) cases. This special tool was developed to assist EBD units in meeting their second party review requirements.

All second party reviews must be entered in IMQA. This data helps the Department to adjust policy, process, systems or communications material to ensure that this type of error no longer is found in second party reviews or the FS QC sample. We recommend entering the data monthly. We also request that when an error is found that is not an error on the review tool, the error be corrected and recorded in IMQA.

ATTACHMENTS

IMQA – Income Maintenance Quality Assurance Second Party Review Process
Attachment 1A Non EBD – Second Party Review Tool
Attachment 1B Non EBD – Second Party Review Tool Instructions
Attachment 2A EBD – Second Party Review Tool
Attachment 2A EBD – Second Party Review Tool Instructions

CONTACTS

DHFS Area Administrator

★Program Categories – FS – Food Stamps, MA – Medicaid, SC – Senior Care, CTS – Caretaker Supplement, CC – Child Care, W-2 – Wisconsin Works, FSET – Food Stamp Employment and Training, CF – Children First, EA – Emergency Assistance, JAL – Job Access Loan, JC - Job Center Programs, RAP – Refugee Assistance Program, WtW – Welfare to Work, WIA – Workforce Investment Act, Other EP – Other Employment Programs.

DHFS/DHCF/BHCE/MR/JE